

# Portals and Collaborative Decision Making

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# Agenda



- Definitions
- Functions
- Types of Portals
- Underlying Technologies
- Related Technologies
- Design & Implementation

# Definitions



## General definition

- a single point of access to aggregated information

<http://compnetworking.about.com/library/weekly/aa011900b.htm>

## Question

- What are the differences between a website and a portal?



# Website vs. Portal

- Aggregated content
- Dynamic content
- News feeds
- Ads
- Stock quotes
- Weather

- All of the items on the right plus..
- Authenticated access
- Personalized information
- Customization
- Integrated business processes

<http://www.odu.edu/misc/portalnews/comparison.shtml>



# Website vs. Portal (2)



- A website can turn into a portal
  - <http://www.msn.com>

# Portal Functions



- Standard functions
  - Browse/navigation
  - Search
  - Directory
  - Content management
  - Documentation management
  - New information alert
  - Expert locator

# Portal Functions (2)



- Personalized functions
  - Customized layout
  - Personalized news/information
  - Self-service account management
  - Service subscription
  - Saved searches
  - Online collaboration
  - Authenticated access

# Portals ...



- Support collaborative decision making with these features:
  - Central repository of lessons learned
  - Online threaded discussions
  - On-target newsfeeds
  - Polling & voting on decisions
  - FAQ knowledgebase
  - Effective search & categorization



# Types of Portal



- General or Public Portals
  - Covers broad, general interest topics
  - Usually has a popular/well-known internet search engine
  - Supported by ads or services
  - Allows free emails, personalized pages, collaboration services, IM

<http://www.yahoo.com> ; <http://www.msn.com>

# Types of Portal (2)



- Vertical Portals or Vortals

- Focus on a vertical market: specific group, industry or topic
- Geographical vortals, <http://www.chicagocitynet.com/>
- Industry specific, <http://www.zdnet.com/>
- Interest specific, <http://eat.epicurious.com/>
- Membership based, <http://www.aifia.org/>
- Services based, <http://www.monster.com>

# Types of Portal (3)



- Corporate Portals, also known as:
  - Enterprise Information Portals
  - Intranets
  - B2E (Business to Employees) Portals

# Types of Portal (4)



- E-Business Portals, also known as:
  - Extranets
  - B2B (Business to Business) Portals
    - <https://www.gnx.com/reg/index.jsp>
    - <http://www1.us.dell.com/content/default.aspx?c=us&cs=555&l=en&s=biz>
  - B2C (Business to Customer) Portals
    - <http://www.amazon.com>
    - <http://www.expedia.com>





# AKO: Serving Our Army at War - Relevant and Ready

Wednesday 11 February 2004

[Help](#) | [My Account](#) | [Logout](#)

Lillian Gassie is logged in

[Home](#)

[KCC](#)

[Inside AKO](#)

[MyPAGE1](#)

[MyPAGE2](#)

Search:

[GO](#)

## AKO Services

[AKO IM](#)  
[AKO Chat](#)  
[AKO Mail \(3 New\)](#)  
[AKO Discussions](#)  
[White Pages](#)  
[Reference](#)  
[User Guide](#)  
[Feedback](#)  
[Community Map](#)

[My Communities](#)

## My Account

[My Account](#)  
[My Email Options](#)  
[Change Password](#)  
[Sponsor Mgmt](#)

## Self-Service

[My Personnel](#)  
[My Benefits](#)  
[My Finance](#)  
[My Medical](#)  
[My Education](#)  
[My Training](#)  
[Army Libraries](#)  
[My Travel](#)  
[My Legal](#)

[+Army Communities](#)

[+Special Staff/FOA](#)

[+Components](#)

[+MACOMS](#)

## Army Wide Announcements

- The Assistant Secretary to the Army for Acquisition Logistics and Technology (ASA[ALT]) is proud to announce the revision of Army Regulation (AR) 70-1 has been completed! It can be found on the Army Publishing Directorate Web site. [Posted: 02/03/2004] [Go to announcement and new AR](#)
- Battlefield Combat Load Report: The U.S. Army Center for Lessons Learned (CALL) recently published a combat study of what dismounted Soldiers carry in battle. The report is based on spring 2003 data from 82nd ABN battalions in Afghanistan. [Posted: 02/02/2004] [Go to report](#)
- Are you or someone you know approaching ETS, or would benefit from joining the U.S. Army or Army Reserve? Refer friends or family through Operation SMART. If they join, you'll receive special recognition from the Sergeant Major of the Army. [Posted: 02/02/2004] [Operation Smart](#)

[Next >>](#)

## My Announcements

### Periscope now on AKO:

"Periscope," an authoritative site for open-source military information, is available for Active Army and DA Civilians on the Army Library Community Page under Self Service. "Periscope" is one of 21 commercial econtent sites provided by CFSC Library Program.

[Army Libraries Community Page](#)

### Arabic Speakers Needed

Seeking Arabic Speakers Among Army's Civilian Workforce for Reimbursable Detail to Army Positions in Support of Operation Iraqi Freedom and Other CONOPS.

[View More Information.](#)

Army G-2 Point of Contact  
Mrs. Lynne McCann  
(703) 695-1352; DSN: 225-1352

## Army Leadership



**Secretary Brownlee**  
[Acting SECArmy](#)



**GEN Schoomaker**  
[CSA Message to The Army](#)



**SMA Preston**  
[SMA Preston's Biography](#)

## The Soldier's Creed

## What's New at AKO

**NEW** [AKO Mail Forwarding Restrictions to Take Effect 19 JAN 04](#)

Per AR 25-2, new restrictions will be in place on 19 JAN regarding AKO mail forwarding.  
[AKO Mail Auto-Forwarding](#)

**NEW** [Announcing the Release of AKO Lite!](#)

To speed up the AKO experience for low-bandwidth users, we are pleased to announce a lighter, leaner AKO. AKO Lite will coexist with the full-service AKO, and will provide fast access to AKO's most popular features.

[AKO Lite](#)



## Early Bird News

- [Up To 80 Killed In Bomb Blast At 2 Iraqi Sites](#)

**GET STARTED**

[Browse Pages](#)  
[Create a New Portal Page](#)  
[Manage My Portal Pages](#)  
[Take the QuickStart Tutorial](#)

**NKO SERVICES**

[Instant Messenger](#)  
[Message Boards](#)  
[Chat](#)  
[Feedback](#)  
[Portal Search](#)  
[White Pages](#)  
[Who's Online](#)

**CENTERS**

**NAVAL RESERVE**

**COMMUNITIES**

**SEA POWER 21**

**MY PORTAL**

[My Portal Settings](#)  
[My Profile](#)  
[My Notification Settings](#)  
[Change Password](#)  
[My Finance](#)  
[My Education](#)  
[My Career](#)  
[My Health](#)



**Civilians Home » Civilians**

**My Announcements**

You have 50 MB of personal storage space in the [NKO Library](#) for posting and sharing of files.

**The new eLearning site is now available! Please click on the "My Education" link on the left navigation bar for to access the site.**

**Looking for a feature that was present in the previous version of IIKO? Use this guide to help you find it:**

- [Where did my feature go?](#)

Or, take a look at the useful NKO user's guide:

- [Navy Knowledge Online Help](#)

**What's New**

**Five Vector Model Update - 3 FEB** -- The Five Vector Model (5VM) is now live for the Seabees, Cryptology, and Aviation rates, in addition to those already available. A 5VM coming soon for all other Sailors.

**Navy eLearning - 15 JAN** -- Navy eLearning, your tool for accessing a variety of Navy sponsored courses, is now available directly through NKO. The entrance to NEL is located in the upper right corner of the "My Education" page. Just click on the Navy E-Learning graphic.

**Morningstar - 21 OCT** -- You can now access Morningstar from the [Naval Libraries](#) and [My Finance](#) pages. Morningstar provides access to mutual fund and stock information and includes free online seminars and 100 courses to learn about stocks, funds and investing.

**Newsbank - 21 OCT** -- You can now access Newsbank from

**What's New in the IIKO Library**

**What's New in Your Subscriptions:**

- |   |  |
|---|--|
| <a href="#">ATO CANTRAC</a>                                     | <a href="#">AT Course Material</a>         |
| <a href="#">EFFECTS OF FATS AND LAB ON 9mm QUALIFICATION</a>    | <a href="#">Equipment &amp; Technology</a> |
| <a href="#">EFFECTS OF FATS AND DISASSEMBLY TRAINING ON 9mm</a> | <a href="#">Equipment &amp; Technology</a> |
| <a href="#">NETNEWS 03 03 FATS TRAINING ARTICLE</a>             | <a href="#">Equipment &amp; Technology</a> |
| <a href="#">Enterprise Results PRISim Brief</a>                 | <a href="#">Equipment &amp; Technology</a> |
| <a href="#">Quick Reference Cards</a>                           | <a href="#">Equipment &amp; Technology</a> |
| <a href="#">31 USC 3324(d)(2)</a>                               | <a href="#">General Information</a>        |
| <a href="#">41 CFR 101-25_108</a>                               | <a href="#">General Information</a>        |
| <a href="#">GAO B-256692 (1995)</a>                             | <a href="#">General Information</a>        |
| <a href="#">23 Comp Gen 326 (1943)</a>                          | <a href="#">General Information</a>        |

**My IIKO Library Favorites**

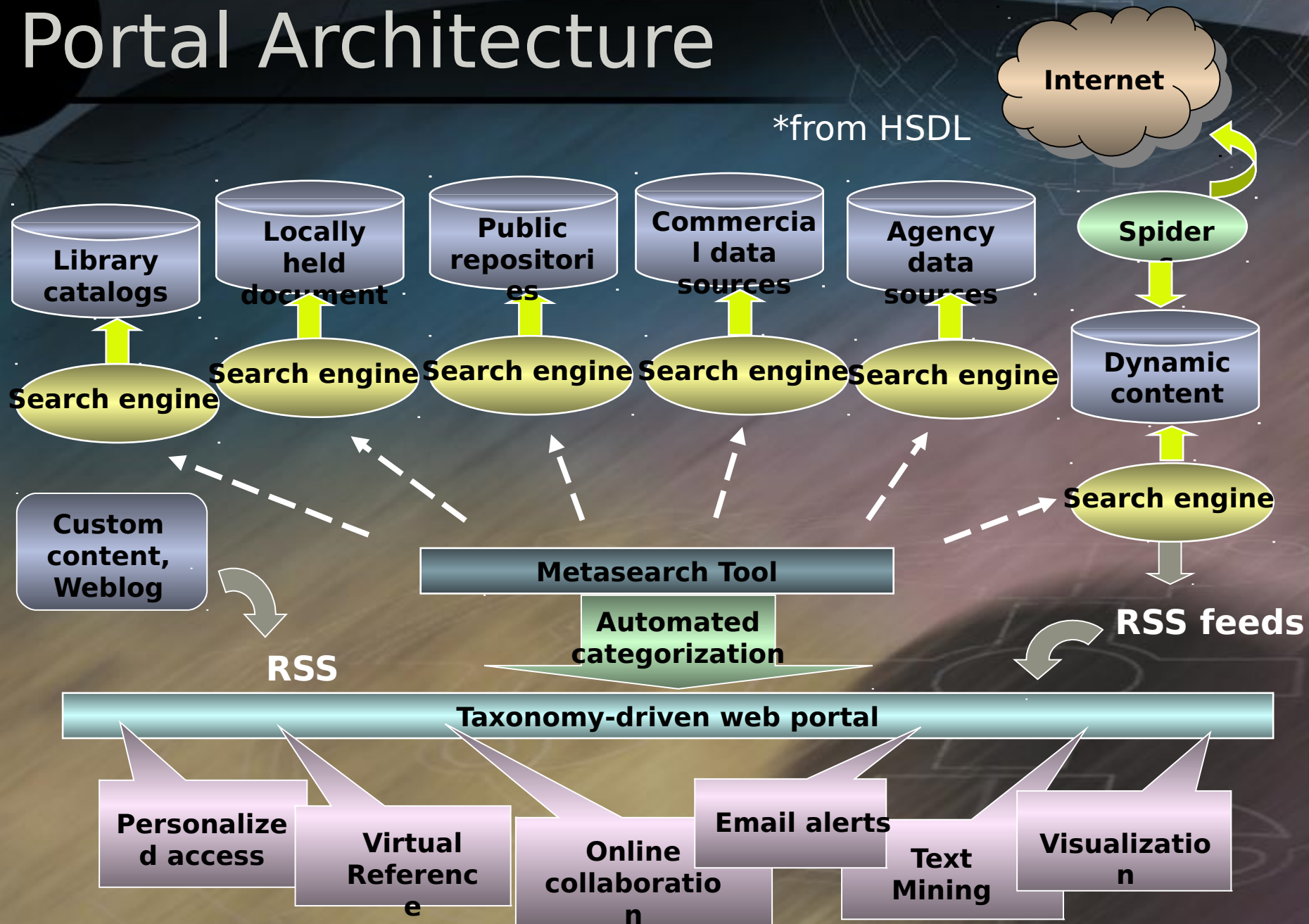
You have not added any documents to your list of favorite documents. To add a document to the list, please enter the NKO Library. When you find a document you wish to add to your list of favorites, click the checkbox next to that document and then select the "Favorites" icon from the toolbar on the top of the screen. That document will then appear within this channel for quick access.

**Civilian Employee Sites**



The Department of the Navy (DON) employs over 200,000 Civilians at Naval and Marine Corps activities throughout the world. The following provide useful information for all civilians.

# Portal Architecture





<http://knxup2.hsdl.nps.navy.mil/uPortal/>



## Homeland Security Digital Library

NAVAL POSTGRADUATE SCHOOL



User Name:

Password:

Login



Your gateway to authoritative documents on U.S. national security and homeland defense

### ★ Welcome



The Homeland Security Digital Library (HSDL) has been developed by the [Dudley Knox Library](#) at the [Naval Postgraduate School](#) with funding from the [Office for Domestic Preparedness](#). We are pleased to present this unique digital library to aid

researchers and scholars in gaining further knowledge on the subject of Homeland Security. [Read More...](#)

Currently, access to the HSDL is limited to NPS faculty, staff, students, and other eligible users. [Are you eligible?](#) If you are not eligible for access, but are interested in learning more about Homeland Security, we invite you to visit the links in our Useful Sites section (on the right).

#### The Department of Homeland Security

Following the tragedies of September 11, 2001, President George W. Bush proposed the [creation of a new Department of Homeland Security](#), a department whose primary mission would be to protect our homeland. Soon after, Tom Ridge was sworn in as the first Director of the Office of Homeland Security in October 2001. His mission was to develop and oversee a national strategy to help ward off future terrorist attacks or threats against the United States. On January 24, 2003, Ridge became the first Secretary of the Department of Homeland Security.



### ★ Threat Advisory



**ELEVATED**  
SIGNIFICANT RISK OF  
TERRORIST ATTACKS



### ★ State HS Sites

#### State Government Homeland Security Sites

Choose a State



### ★ Useful Sites

- [Dudley Knox Library's Resources by Topic](#) page.
  - (Topics include: [Terrorism](#), [Terrorist Group Profiles](#), [National Security Affairs Resources](#), and more.)
- [Department of Homeland Security](#)
- [Ready.gov](#)
- [Federal Emergency Management Agency \(FEMA\)](#)
- [Disaster Help](#)



# Underlying Tools and Technologies



- Database
- Taxonomy
- Weblog
- Search & categorization
- Federated search
- Collaboration
- Text mining & visualization

# Underlying Standards for Interoperability



- XML, XSLT, XHTML ([www.w3.org](http://www.w3.org))
- Metadata ([www.dublincore.org](http://www.dublincore.org))
- Java (<http://java.sun.com>)
- Web services  
([www.w3.org/2002/ws/](http://www.w3.org/2002/ws/))
- Controlled vocabulary
  - [www.niso.org/standards/standard\\_detail.cfm?std\\_id=518](http://www.niso.org/standards/standard_detail.cfm?std_id=518)

# Underlying Standards for Interoperability



- E-Government Act 2003
  - Focus on interoperability of information between agencies



# Related Technologies

- Intelligent agents (aka software agents, or agent technology)
- Intelligent searching, filtering results with clustering and categorization algorithms
- Content aggregation
  - Intelligent spidering
  - Federated searching
  - Metadata harvesting



# Useful Tools that Support Decision Making



- Collaboration software

Address <http://hsqltest.sharepointsite.com/Shared%20Documents/Forms/AllItems.aspx> Go

Home Documents and Lists Create Site Settings Support Help

Sharepoint Team Site  
**Shared Documents**

Select a View  
**All Documents**  
Explorer View

Actions  
☐ Alert me  
☐ Export to spreadsheet  
☐ Modify settings and columns

Share a document with the team by adding it to this document library.

[New Document](#) | [Upload Document](#) | [New Folder](#) | [Filter](#) | [Edit in Datasheet](#)

Type	Name	Modified	Modified By	Checked Out To
	Data Recovery Plan for HSDL Project	2/3/2004 10:24 AM	Don Williams	Don Williams
	HSDL Backup Procedures	2/3/2004 2:14 PM	Beth Wakefield	
	Notes on the Portal Review Meeting	2/2/2004 8:22 PM	Lillian Gassie	Laura Stuart
	Technology Development Plan	2/3/2004 10:26 AM	Don Williams	
	KNXAS1	2/3/2004 10:31 AM	Don Williams	

# Tools that Support Decision Making



- Personal agents: search tools, alerting tools, summarizing tools, analysis tools
  - [www.agentland.com](http://www.agentland.com)
  - [www.botspot.com](http://www.botspot.com)



# Tools that Support Decision Making



- RSS (news syndication, blogging)
  - [www.newsisfree.com](http://www.newsisfree.com)
  - [www.newsknowledge.com](http://www.newsknowledge.com)

The screenshot shows the NewsKnowledge Demo Portal. The header includes the 'news KNOWLEDGE.COM' logo, a world map, and navigation links for 'Home', 'NewsKnowledge Demo Portal', 'terms of service', and 'contact'. The main content area is titled 'News Portal: Internet Business News' and is divided into two columns. The left column, 'Knowledge Management', lists news items about knowledge management, including 'Alliance & Leicester banks on new network' and 'Virtual Learning Partners As to Be Acquired by Trinity Learning Corporation'. The right column, 'Content Management', lists news items about content management, including 'Chemonics International Standardizes on the Documentum Enterprise Content Management Platform' and 'IXIASOFT's Native XML Database to Be Integrated Into Ektron's Web Content Management Solution'. A sidebar on the right provides additional information about NewsKnowledge's real-time news service and its ability to help with content management.

**news KNOWLEDGE.COM**

• Home NewsKnowledge Demo Portal ■ terms of service ■ contact

## News Portal: Internet Business News

### Knowledge Management

Development and News on Knowledge Management

**Alliance & Leicester banks on new network**  
10.02.2004 19:32 - [IT Toolbox: Knowledge Management](#)

**Virtual Learning Partners As to Be Acquired by Trinity Learning Corporation**  
10.02.2004 19:32 - [IT Toolbox: Knowledge Management](#)

**E-learning sent to Coventry**  
10.02.2004 19:32 - [IT Toolbox: Knowledge Management](#)

### Content Management

News about leading content management companies and technologies

**Chemonics International Standardizes on the Documentum Enterprise Content Management Platform**  
10.02.2004 14:14 - [PR Newswire: Technology](#)

**IXIASOFT's Native XML Database to Be Integrated Into Ektron's Web Content Management Solution**  
10.02.2004 16:06 - [MarketWire: Computers and Software](#)

**Atomz Unveils On-Demand Integrated Services**  
10.02.2004 01:12 - [internet.com: Top News](#)

NewsKnowledge offers real-time news from [more than 3'500 news sources worldwide](#), in over 16 languages.

No matter whether you want to present your [portal visitors the latest world news](#) or if you seek valuable business-related [content for your corporate intranet](#) - we can help you.

Easy online-configuration, cost-effective fresh content:

# Tools that Support Decision Making



**NewsGator - Microsoft Outlook**

File Edit View Go Tools Actions Help

Type a question for help

New Find Type a contact to find Back outlook:My News NewsGator

### Mail

Favorite Folders

- Inbox
- Sent Items

All Mail Folders

- Personal Folders
  - Deleted Items
  - Drafts
  - Inbox
  - Junk E-mail
  - My News
    - .netWire Headlines (2)
    - BBC News | Americas |
    - CNET News.com - Front
    - Greg Reinacker's Weblog
    - Internetnews Stocks (1)
    - NewsGator News and Up
    - NewsGator Tips (1)
    - The .NET Guy (2)
  - Outbox
  - Sent Items
  - Search Folders

### My News - NewsGator

newsGator NewsPage. Customize NewsPage

#### Most Recent Posts

[Mark All Posts As Read](#) [Delete All Posts](#)

#### Bush sidesteps Senate over judge

The US president appoints controversial judge Charles Pickering to a federal court while the Senate is in recess.

BBC News | Americas | World Edition : 1/17/2004 10:52:03 AM

[Related...](#)

#### Technical Analysis: New Highs All Around

And on rising volume, too.

Internetnews Stocks : 1/17/2004 10:47:15 AM

[Related...](#)

#### Where to find more feeds

Now that you've got NewsGator installed, it's time to find some more feeds. One easy way to do this is with the feed wizard. To do this, try the following: 1. From the NewsGator menu on the toolbar, select "Subscriptions". 2. Click...

### Options

[Refresh](#)

[Search for Feeds](#)

### Overview

Total new messages: 14

.netWire Headlines	2
BBC News   Americas   World Edition	1
CNET News.com - Front Door	3
Greg Reinacker's Weblog	3
Internetnews Stocks	1
NewsGator News and Updates	1
NewsGator Tips	1
The .NET Guy	2



# RSS in Action



- Examples from the library:
  - [http://it003306.ad.nps.navy.mil:8080/DKL/index\\_html?collapse\\_all=1](http://it003306.ad.nps.navy.mil:8080/DKL/index_html?collapse_all=1)
  - <http://hsdl.nps.navy.mil/>

# Portal Implementation

- “Build it and they will come”  
myth



# Design & Implementation



- Complex
- Often expensive
- Integration is challenging
- Implementation requires teamwork
- Staged approach works best
- Factor in maintenance costs
- DO NOT start with technology



# Design & Implementation



- Define user requirements
  - Conduct needs analysis
  - Review content and resources
  - Determine use cases
- Develop an information architecture
  - An information architecture is the underlying organizational structure for a system of content and interactions
    - Lillian Svec, Sapien Corporation,  
[http://advance.aiga.org/timeline/artifacts/tArtifact\\_svec.pdf](http://advance.aiga.org/timeline/artifacts/tArtifact_svec.pdf)



# Design & Implementation



- Review business processes
  - How are things done?
  - Who are the decision makers?
  - What is the workflow?
- Review the technology
  - What are the standards?
  - What tools are in the market?
  - How will the technology work in my organization?

# Design & Implementation



- Develop a plan of implementation
- Obtain the resources
- Build it
- Market it
- Evaluate it
- Maintain it

**Total Cost of  
Ownership**

# Questions / Discussion



Copy of this presentation file at:

[http://library.nps.navy.mil/home/  
staff/lgassie/IS3302-Portals.ppt](http://library.nps.navy.mil/home/staff/lgassie/IS3302-Portals.ppt)